

Enterprise Incident Report January 2012

As of 2/23/2012

Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Labor Commission	Application Services	Bart Purser	0 0	1 0	1 0
		Dustin Crump	0 0	2 0	2 0
		Paul Lundell	0 0	1 1	1 1
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	5 1	5 1
	Help Desk	Brenda Treadway	0 0	3 3	3 3
		Julie VanBeekum	0 0	9 9	9 9
		Vicky Marrelli	0 0	1 1	1 1
		Assigned to Individual Total	0 0	13 13	13 13
	Metro A Desktop Support	Nancy Hachmeister	2 1	52 13	54 14
		Rodney Austin	0 0	3 1	3 1

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Labor Commission

			High	Low	FCR Total
Labor Commission	Metro A Desktop Support	Assigned to Individual Total	2	55	57
			1	14	15
	Metro A Help Desk	Cindy Schroeder	0	3	3
			0	3	3
		Ed Conrad	0	5	5
			0	5	5
		Liz Evans	0	4	4
			0	3	3
		Assigned to Individual Total	0	12	12
			0	11	11
	Metro A Hosting	Keith Scholl	0	1	1
			0	0	0
		Assigned to Individual Total	0	1	1
			0	0	0
Customer Company Total	Rural South Desktop Support	Cheri Oldham	0	1	1
			0	0	0
		Assigned to Individual Total	0	1	1
			0	0	0
	Voice Operations	Romanza Hamblin	0	1	1
			0	0	0
		Assigned to Individual Total	0	1	1
			0	0	0
	Assigned Group Total		2	88	90
			1	39	40
			2	88	90
			1	39	40

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Labor Commission	Application Services	Bart Purser	0 0	1 0	1 0
		Dustin Crump	0 0	2 1	2 1
		Paul Lundell	0 0	1 0	1 0
		Tony Larsen	0 0	1 1	1 1
		Assigned to Individual Total	0 0	5 2	5 2
	Help Desk	Brenda Treadway	0 0	3 0	3 0
		Julie VanBeekum	0 0	9 0	9 0
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	13 0	13 0
	Metro A Desktop Support	Nancy Hachmeister	2 0	52 2	54 2
		Rodney Austin	0 0	3 0	3 0

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			High	Low	MIR Total	
Labor Commission	Metro A Desktop Support	Assigned to Individual Total	20	552	572	
	Metro A Help Desk	Cindy Schroeder	00	30	30	
		Ed Conrad	00	50	50	
		Liz Evans	00	40	40	
		Assigned to Individual Total	00	120	120	
	Metro A Hosting	Keith Scholl	00	10	10	
		Assigned to Individual Total	00	10	10	
	Rural South Desktop Support	Cheri Oldham	00	10	10	
		Assigned to Individual Total	00	10	10	
	Voice Operations	Romanza Hamblin	00	10	10	
		Assigned to Individual Total	00	10	10	
	Assigned Group Total		20	884	904	
	Customer Company Total			20	884	904

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Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Labor Commission	Application Services	Bart Purser	0 0.00	1 0.42	1 0.42
		Dustin Crump	0 0.00	2 1.05	2 1.05
		Paul Lundell	0 0.00	1 0.21	1 0.21
		Tony Larsen	0 0.00	1 3.45	1 3.45
		Assigned to Individual Total	0 0.00	5 1.24	5 1.24
	Help Desk	Brenda Treadway	0 0.00	3 0.11	3 0.11
		Julie VanBeekum	0 0.00	9 0.00	9 0.00
		Vicky Marrelli	0 0.00	1 0.37	1 0.37
		Assigned to Individual Total	0 0.00	13 0.06	13 0.06
	Metro A Desktop Support	Nancy Hachmeister	2 0.03	52 0.12	54 0.12
		Rodney Austin	0 0.00	3 0.06	3 0.06

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Labor Commission

			High	Low	ATTIR Total	
Labor Commission	Metro A Desktop Support	Assigned to Individual Total	2 0.03	55 0.12	57 0.12	
	Metro A Help Desk	Cindy Schroeder	0 0.00	3 0.00	3 0.00	
		Ed Conrad	0 0.00	5 0.00	5 0.00	
		Liz Evans	0 0.00	4 0.10	4 0.10	
		Assigned to Individual Total	0 0.00	12 0.03	12 0.03	
	Metro A Hosting	Keith Scholl	0 0.00	1 0.39	1 0.39	
		Assigned to Individual Total	0 0.00	1 0.39	1 0.39	
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 0.75	1 0.75	
		Assigned to Individual Total	0 0.00	1 0.75	1 0.75	
	Voice Operations	Romanza Hamblin	0 0.00	1 0.20	1 0.20	
		Assigned to Individual Total	0 0.00	1 0.20	1 0.20	
	Assigned Group Total			2 0.03	88 0.17	90 0.17
	Customer Company Total			2 0.03	88 0.17	90 0.17

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Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Labor Commission	Application Services	Bart Purser	0 0	1 0	1 0
		Dustin Crump	0 0	2 0	2 0
		Paul Lundell	0 0	1 1	1 1
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	5 1	5 1
	Help Desk	Brenda Treadway	0 0	3 0	3 0
		Julie VanBeekum	0 0	9 0	9 0
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	13 0	13 0
	Metro A Desktop Support	Nancy Hachmeister	2 0	52 0	54 0
		Rodney Austin	0 0	3 2	3 2

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Labor Commission

			High	Low	MR Total
Labor Commission	Metro A Desktop Support	Assigned to Individual Total	20	552	572
	Metro A Help Desk	Cindy Schroeder	00	30	30
		Ed Conrad	00	50	50
		Liz Evans	00	40	40
		Assigned to Individual Total	00	120	120
	Metro A Hosting	Keith Scholl	00	10	10
		Assigned to Individual Total	00	10	10
	Rural South Desktop Support	Cheri Oldham	00	10	10
		Assigned to Individual Total	00	10	10
	Voice Operations	Romanza Hamblin	00	10	10
		Assigned to Individual Total	00	10	10
	Assigned Group Total		20	883	903
Customer Company Total			20	883	903

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Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Labor Commission	Application Services	Bart Purser	0 0.00	1 1.09	1 1.09
		Dustin Crump	0 0.00	2 2.03	2 2.03
		Paul Lundell	0 0.00	1 93.18	1 93.18
		Tony Larsen	0 0.00	1 3.54	1 3.54
		Assigned to Individual Total	0 0.00	5 20.38	5 20.38
	Help Desk	Brenda Treadway	0 0.00	3 0.16	3 0.16
		Julie VanBeekum	0 0.00	9 0.09	9 0.09
		Vicky Marrelli	0 0.00	1 1.38	1 1.38
		Assigned to Individual Total	0 0.00	13 0.21	13 0.21
	Metro A Desktop Support	Nancy Hachmeister	2 0.34	52 0.32	54 0.32
		Rodney Austin	0 0.00	3 9.24	3 9.24

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Labor Commission

			High	Low	ATTR Total
Labor Commission	Metro A Desktop Support	Assigned to Individual Total	2 0.34	55 0.81	57 0.79
	Metro A Help Desk	Cindy Schroeder	0 0.00	3 0.05	3 0.05
		Ed Conrad	0 0.00	5 0.17	5 0.17
		Liz Evans	0 0.00	4 0.13	4 0.13
		Assigned to Individual Total	0 0.00	12 0.13	12 0.13
	Metro A Hosting	Keith Scholl	0 0.00	1 1.00	1 1.00
		Assigned to Individual Total	0 0.00	1 1.00	1 1.00
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 0.75	1 0.75
		Assigned to Individual Total	0 0.00	1 0.75	1 0.75
	Voice Operations	Romanza Hamblin	0 0.00	1 0.34	1 0.34
		Assigned to Individual Total	0 0.00	1 0.34	1 0.34
	Assigned Group Total			2 0.34	88 1.75
Customer Company Total			2 0.34	88 1.75	90 1.72

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Detail

INC000000428802	Louis Silva	Application	Error	Novell GroupWise		TIR Missed: No	0.21
	Application Services	Paul Lundell	Labor Commission	Low	Closed	TTR Missed: Yes	93.18
INC000000435190	Greg Wright	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.05
INC000000436976	Dave Bloomfield	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.26
INC000000438236	Sherrie Hayashi	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	High	Closed	TTR Missed: No	0.65
INC000000438736	Kate McNeill	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.08
INC000000438777	Tonya Gallegos	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000438811	Tonya Gallegos	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.34
INC000000438817	Tonya Gallegos	Network	None	None		TIR Missed: No	0.20
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.20
INC000000439134	Alicia Zavala	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000439218	Paul C. Cannon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000439579	Leonor Lopez	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.35
INC000000439742	Jennifer Gren	Telecom	Hardware	Telephone		TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin	Labor Commission	Low	Closed	TTR Missed: No	0.34
INC000000439765	Rosalee Oakeson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.15
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.15
INC000000439776	Terri DeVries	Application	None	Microsoft Publisher		TIR Missed: No	0.06
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.06
INC000000439777	Nicole Nguyen	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.06
INC000000439784	Lois Gutierrez	PC/Laptop	Performance	None		TIR Missed: No	0.08
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.08

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INC000000439787	Nicole Nguyen	Application	None	ZENworks for Desktops	TIR Missed: No	0.07
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.07
INC000000439789	Alicia Zavala	Network	Error	None	TIR Missed: No	0.06
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.06
INC000000439792	Carol Welborn	Application	Error	None	TIR Missed: No	0.05
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.05
INC000000440119	Dave Bloomfield	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000440188	Connie Zaccheo	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.12
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	1.69
INC000000440189	Kate McNeill	Application	Password	PGP	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	0.19
INC000000440371	Karla Staker	Application	Password	Action Request System	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Labor Commission	Low	Closed	TTR Missed: No	
INC000000440686	Patsy Ortega	Application	Error	Microsoft Word	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	0.23
INC000000440968	Karla Staker	Application	Error	Employee Gateway	TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.01
INC000000440993	Louis Silva	Mobile Devices	None	Droid	TIR Missed: No	0.00
Application Services	Dustin Crump	Labor Commission	Low	Closed	TTR Missed: No	1.96
INC000000441195	Dave Bloomfield	Application	Password	Utah Master Directory	TIR Missed: No	0.32
Help Desk	Brenda Treadway	Labor Commission	Low	Closed	TTR Missed: No	0.32
INC000000441298	Leonor Lopez	None	None	None	TIR Missed: No	0.10
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.36
INC000000441405	Glosper Bowman	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.33
INC000000441793	Glosper Bowman	Application	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.02
INC000000441834	Nancy Boling	Application	Error	ZENworks for Desktops	TIR Missed: No	0.09
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.26
INC000000442021	Felix Desiena	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.03
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.18
INC000000442050	Deedee Brunatti	Network	Performance	Novell eDirectory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00

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INC000000442164	Shaheen Safiullah Metro A Desktop Support	Print/Copy/Scan/Fax Nancy Hachmeister	Incident Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.06 0.22
INC000000442724	Ami Windham Metro A Desktop Support	PC/Laptop Rodney Austin	Hardware Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.04 10.46
INC000000443062	Nicole Nguyen Help Desk	Network Julie VanBeekum	Password Labor Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000443486	Thuy Nguyen Metro A Desktop Support	None Nancy Hachmeister	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.07 0.08
INC000000443490	Ami Windham Metro A Desktop Support	None Nancy Hachmeister	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.01
INC000000443713	Felix Desiena Metro A Desktop Support	Print/Copy/Scan/Fax Nancy Hachmeister	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.18 0.18
INC000000443837	Elena Bensor Application Services	Application Dustin Crump	Error Labor Commission	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	2.10 2.10
INC000000444446	Micheal Pedersen Metro A Desktop Support	None Nancy Hachmeister	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000444456	James E Johnston Metro A Desktop Support	None Rodney Austin	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 15.57
INC000000444535	Paul C. Cannon Metro A Desktop Support	Application Nancy Hachmeister	None Labor Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.23 2.06
INC000000444544	Rick Sturm Metro A Desktop Support	None Nancy Hachmeister	None Labor Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.29 1.31
INC000000445523	Jamie Kittrell Metro A Desktop Support	PC/Laptop Nancy Hachmeister	None Labor Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.26 0.74
INC000000445529	Ami Windham Metro A Hosting	None Keith Scholl	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.39 1.00
INC000000445848	Alan L Hennebold Help Desk	Print/Copy/Scan/Fax Julie VanBeekum	Toner/Fuser/Ink Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000446135	Gina Spjut Metro A Desktop Support	None Nancy Hachmeister	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.26
INC000000446323	David Lamb Application Services	Application Tony Larsen	Error Labor Commission	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	3.45 3.54
INC000000446508	Robert B Valdez Help Desk	Network Julie VanBeekum	Password Labor Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000446552	Tonya Gallegos	Application	None	None		TIR Missed: No	0.20
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.32
INC000000446567	Elena Bensor	Application	None	Novell GroupWise		TIR Missed: No	0.21
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.56
INC000000446667	David Lamb	Application	Error	Novell GroupWise		TIR Missed: No	0.42
	Application Services	Bart Purser	Labor Commission	Low	Closed	TTR Missed: No	1.09
INC000000446866	David Lamb	Network	Incident	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000447039	Bill Southwick	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.89
INC000000447167	Patricia Cormey	Application	None	Microsoft Office 2003 Professior		TIR Missed: No	0.08
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.12
INC000000447509	Karla Rush	Application	None	Novell GroupWise		TIR Missed: No	0.06
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.06
INC000000447512	Terri DeVries	Application	None	ZENworks for Desktops		TIR Missed: No	0.06
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.07
INC000000448027	Lisa Robinson	Application	Password	Utah Master Directory		TIR Missed: No	0.37
	Help Desk	Vicky Marrelli	Labor Commission	Low	Closed	TTR Missed: No	1.38
INC000000448130	Gina Spjut	Application	None	Novell GroupWise		TIR Missed: No	0.28
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.45
INC000000448507	Louis Silva	Application	Reporting	None		TIR Missed: No	0.21
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.31
INC000000448509	Louis Silva	PC/Laptop	Hardware	None		TIR Missed: No	0.31
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.40
INC000000449008	Jose Blanco	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.43
INC000000449478	Gina Spjut	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.01
INC000000449495	Karla Rush	Network	Performance	None		TIR Missed: No	0.22
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.31
INC000000449500	Karla Rush	Network	None	None		TIR Missed: No	0.23
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	1.31
INC000000449530	Dave Bloomfield	None	None	None		TIR Missed: No	0.25
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	1.34

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INC000000449621	Neira Acevedo-Ramos	Network	None	Novell eDirectory	TIR Missed: No	0.09
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.09
INC000000449626	Dan King	Network	None	Novell eDirectory	TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.07
INC000000449628	David Lamb	Network	None	Novell eDirectory	TIR Missed: No	0.06
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	1.17
INC000000450416	Paul C. Cannon	PC/Laptop	Error	PGP	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low Closed	TTR Missed: No	0.27
INC000000450451	Clark T Clements	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low Closed	TTR Missed: No	0.15
INC000000450950	Sherrie Hayashi	Network	None	None	TIR Missed: No	0.04
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	High Closed	TTR Missed: No	0.04
INC000000450998	Nicole Nguyen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.00
INC000000451140	Nicole Nguyen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low Closed	TTR Missed: No	0.00
INC000000451327	Dave Bloomfield	Application	Password	PGP	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low Closed	TTR Missed: No	0.00
INC000000451391	Debbie King	Network	None	None	TIR Missed: No	0.75
	Rural South Desktop Support	Cheri Oldham	Labor Commission	Low Closed	TTR Missed: No	0.75
INC000000451689	Bill Southwick	PC/Laptop	Hardware	None	TIR Missed: No	0.09
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.87
INC000000451978	David Lamb	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.06
INC000000452128	Bobbi Smith	Network	None	Novell ConsoleOne	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low Closed	TTR Missed: No	0.00
INC000000452415	David Lamb	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.02
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.02
INC000000452598	Dennis Crenshaw	Application	Password	Utah Master Directory	TIR Missed: No	0.04
	Help Desk	Julie VanBeekum	Labor Commission	Low Closed	TTR Missed: No	0.84
INC000000452626	Dennis Crenshaw	Network	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low Closed	TTR Missed: No	0.00
INC000000453469	Neira Acevedo-Ramos	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.01

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Labor Commission

INC000000453598	Leonor Lopez	PC/Laptop	None	Novell ConsoleOne	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low Closed	TTR Missed: No	0.16
INC000000453707	James E Johnston	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.08
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.26
INC000000453948	Dennis Crenshaw	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low Closed	TTR Missed: No	0.00
INC000000454485	Louis Silva	PC/Laptop	Hardware	None	TIR Missed: No	0.02
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.02
INC000000454670	Donald Walker	Application	None	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low Closed	TTR Missed: No	0.00
INC000000454809	Bill Southwick	Application	None	None	TIR Missed: No	0.02
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.14